

Request for Proposals

ACQ-2012-0401-RFP

Superior Court-Case Management System Implementation

Offered by

**Washington State
Administrative Office of the Courts**

Proposal Due Date: August 28, 2012

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1. INTRODUCTION

1.1 PURPOSE

The purpose of this request for proposal (RFP) is to obtain the software, hardware, and services to implement and operate the Superior Court–Case Management System (SC-CMS) for all superior courts in the State of Washington. The resulting system will meet all the objectives of the SC-CMS presented in Washington State Administrative Office of the Courts (AOC) Superior Court Management Feasibility Study version 1.4 (Feasibility Study) and support the superior court operations of the county clerks, superior court administrators, and superior court judges. The RFP is intended to procure post implementation support services as well. In addition, AOC is requesting that proposals include options to support court and county clerk functions beyond the scope of the Feasibility Study, including options to support the operations of Washington courts of limited jurisdiction.

1.2 BACKGROUND

AOC provides a range of services that support the Washington court customers' automation, operations, and information needs. The Washington courts are non-unified (i.e., each court has independence in managing its own operation). Although AOC has provided a central Judicial Information System (JIS) to the courts, most of those applications are decades old and require modernization to meet the needs of the courts of today. As a result, AOC is currently transforming the service delivery model for the JIS and will be implementing data integration services to support the new model.

AOC's Information Services Division (ISD) is currently transforming from being an internal software development shop to being a system integrator through the use of a portfolio of commercial off-the-shelf (COTS) -based applications and will require the data in those COTS applications to be integrated with the existing JIS data. The various court levels and court jurisdictions across the state are not mandated to use the state system, and integration efforts will also need to encompass any locally owned case management applications.

It is anticipated that the COTS applications will be implemented using an incremental approach, loosely based upon court level. This approach will also require continuous and consistent communications between and among the various customers and stakeholders.

1.2.1 Superior Court Case Management System

This procurement supports the implementation of the SC-CMS in the 39 counties that correspond with the 32 superior court districts in the state. These courts handle nearly 300,000 filings per year. Information about the superior courts and their caseloads are available at:

- http://www.courts.wa.gov/appellate_trial_courts/?fa=atc.crtpage&crttype=super
- <http://www.courts.wa.gov/caseload/>

SC-CMS will meet the business needs of the superior courts for calendaring and for case flow management functions, along with participant/party information tracking, case

records, and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

1.2.2 Objectives

In September 2011, the Superior Courts Judges Association, Washington Association of County Clerks, and the Association of Washington Superior Court Administrators recommended that the Judicial Information System Committee (JISC) approve the acquisition and deployment of an SC-CMS. The objectives of this system are to:

- Enable judicial officers to:
 - Direct and monitor court case progress.
 - Schedule case events.
 - Enforce court business rules.
 - View case plans/schedule, status, progress, and case party information.
 - Quickly and efficiently communicate court schedules and orders.
- Enable county clerks to:
 - Quickly and efficiently maintain court records.
 - Report and view case docket, schedule, status, progress, and case party information.
 - Enforce court business rules and address statutory requirements.
 - Effectively manage clerk resources.
 - Streamline business processes.
 - Enable public access per statute and court rule.
 - Migrate away from SCOMIS without losing functionality.
- Enable court administrators to:
 - Report and view case plans/schedule, status, progress, and case party information.
 - Quickly and efficiently schedule case events.
 - Enforce court business rules.
 - Quickly and efficiently communicate court schedules and orders.

The acquisition and deployment of the SC-CMS is focused on meeting those objectives. The statewide deployment to superior courts must include complete deployment of SC-CMS into King County and the King County Superior Court within the first eighteen (18) months of statewide rollout.

Overall, this effort offers the potential to significantly improve the efficiency and effectiveness of all court stakeholders. More information about SCOMIS is available at <http://www.courts.wa.gov/jislink/?fa=jislink.scomis>.

1.2.3 Recent Accomplishments

AOC has conducted detailed analysis of the feasibility of implementing SC-CMS. The results of this analysis are presented in several documents in <http://www.courts.wa.gov/jis/?fa=jis.display&theFile=scmfs/index>. The feasibility study recommended the acquisition of a commercially available application as the basis of SC-

CMS. The JISC oversaw this analysis and approved the acquisition of SC-CMS. It established a steering committee to oversee this procurement and make a recommendation to the JISC as to which, if any, of the proposals submitted should be accepted.

Additional information regarding the SC-CMS project can be located at <http://www.courts.wa.gov/jis/?fa=jis.display&theFile=scmfs/index>.

1.3 FUNDING

This project is authorized by the Judicial Information System Committee (JISC) under the Judicial Information System Committee Rules (JISCR) through the Revised Code of Washington (RCW) Chapter 2.56 and by Court Rules. The Washington state Legislature has appropriated funding for this project from the JIS account during the 2011–2013 biennium. See Chapter 50, 2011 Laws 1st Special Session. Funding in future biennia is subject to appropriation by the state legislature.

1.4 CONTRACT TERM

The Contract will be effective upon the last date of final signature of both parties. The Contract will provide for an initial five (5) -year term and provide, at AOC's option, for five (5) additional optional one (1) -year terms. Additional optional contract years will also be dependent upon approval of funding.

1.5 DEFINITIONS

The terms as used throughout this RFP shall have the meanings set forth in EXHIBIT A.

1.6 RFP COORDINATOR

The RFP Coordinator is the **sole point of contact** in AOC for this procurement. All communication between Vendors and AOC upon receipt of this RFP shall be with the RFP Coordinator as follows:

Cheryl Mills, RFP Coordinator

Telephone: 360-704-5505 Fax: 360-956-5700 E-Mail: cheryl.mills@courts.wa.gov

All proposals shall be addressed to the RFP Coordinator in the following manner:

If using U.S. Postal Service:

Administrative Office of the Courts
Information Services Division
Attn: Cheryl Mills
P.O. Box 41170
Olympia, Washington 98504-1170

If using UPS, FedEx, etc.:

Administrative Office of the Courts
Information Services Division
Attn: Cheryl Mills
1206 Quince Street Southeast, Building 2
Olympia, Washington 98504-1170

Vendors may use fax and/or e-mail for any communication required in this RFP, **except** for a formal response to this RFP (Vendor Proposal) and protest, if any. Vendors may not send proposals or protests by fax or e-mail communication.

1.7 COMMUNICATIONS

All communications concerning this acquisition must be directed to the [RFP Coordinator](#). **Unauthorized contact regarding the RFP with other state employees may result in disqualification.** Any oral communications will be considered unofficial and non-binding on AOC. Vendors shall reply only on written statements issued by the [RFP Coordinator](#).

Solicitation to AOC employees is prohibited in any form.

1.8 ACQUISITION SCHEDULE

<u>Event</u>	<u>Date</u>	<u>Time*</u>
Release RFP to Vendors	6/22/12	TBD
Pre-Proposal Vendor Conference	7/11/12	10 AM
Written Questions Due From Vendors	7/16/12	4 PM
Vendor Letter Of Intent Due	7/16/12	4 PM
Question and Answer Document Released	7/25/12	4 PM
Amendment (if required)	7/26/12	4 PM
Vendor Proposals Due	8/28/12	4 PM
Notification of Top Ranked Vendors for Demonstrations	9/25/12	TBD
Vendor/Demonstrations	10/8/12 – 10/19/12	TBD
Notification of Top Ranked Vendors for On-Site Visits	10/30/12	TBD
Client On-Site Visits	12/3/12 – 12/14/12	TBD
Notification of Apparent Successful Vendor (ASV)	1/22/13	TBD
Contract Execution (on or before)	4/15/13	

**All times are Pacific time, daylight saving or standard, as applicable.*

The contents of this RFP and any amendments/addenda and written answers to questions will be available on AOC Web site:

<http://www.courts.wa.gov/procure/>

1.9 DELIVERY OF PROPOSALS

The proposal, whether mailed or hand delivered, must be received by the [RFP Coordinator](#) at the address specified no later than the date and time provided in [Section 1.8](#). Late proposals shall not be accepted and shall automatically be disqualified from further consideration. The method of delivery shall be at Vendor discretion and it shall be at Vendor's sole risk to ensure delivery at the designated office. Faxed or emailed proposals will not be accepted and will be disqualified.

1.10 LATE DELIVERY OF ANY DOCUMENTS

AOC assumes no responsibility for delays caused by the U.S. Postal Service or other delivery systems regarding any documents relating to this RFP. Time extensions will not be granted. Documents received after a specified deadline will be deemed as nonresponsive and will not be accepted, reviewed, or evaluated.

1.11 NUMBER OF COPIES

Send two (2) originals and seventeen (17) identical copies and, on an unrestricted, non-password-protected CD-ROM or USB flash drive, one (1) complete copy of the proposal in portable document format (PDF), and one (1) complete copy in native file format readable by MS Office 2003 or newer to the RFP Coordinator. The PDF submission must provide a separate file for each volume of Vendor's proposal as specified in [Section 2.1.](#)

1.12 SINGLE AWARD

Upon contract award, AOC shall enter into contract negotiations with one (1) Vendor as result of this RFP.

1.13 EXCEPTIONS TO RFP

Vendors should carefully review this RFP and all of its exhibits. Any Vendor wishing to take exception to any of the contents of this RFP must notify the [RFP Coordinator](#) in writing as specified in [Section 1.6](#) of this RFP.

1.14 PRE-PROPOSAL VENDOR CONFERENCE

An optional Pre-Proposal Vendor Conference will be held in Seattle, Washington, on July 11, 2012. The purpose of the Pre-Proposal Vendor Conference is for all prospective Vendors to request clarification or additional information necessary to assess the project and prepare a proposal. In order for this process to be as useful as possible, all interested parties are advised to come prepared with all questions related to this project. Although not required, interested parties are strongly encouraged to submit their questions ahead of time to the [RFP Coordinator](#) so that AOC staff may prepare a full and detailed response.

The Pre-Proposal Vendor Conference is scheduled to be held:

July 11, 2012
9 a.m. to 12 p.m., PDT
Washington State Administrative Office of the Courts
SeaTac Office Center South Tower
18000 International Boulevard, Suite 1106
SeaTac, Washington 98188-4251

All prospective Vendors are invited to attend; however, attendance is not mandatory for any proposing Vendor. Teleconference capabilities will be made available for this non-mandatory Vendor conference. To assure seating capacity and room facilities, it is strongly recommended all Vendors interested in attending this conference pre-register with the RFP Coordinator no later than Monday, July 9, 2012, 4 p.m. (PDT) by submitting information via e-mail as provided below:

- Name and address of Vendor.
- Name of person(s) attending on behalf of Vendor with individual contact information (phone number and e-mail address).

Written questions may be submitted in advance to the RFP Coordinator. AOC shall only provide responses to questions submitted by any Vendor. During the conference, no written answers will be provided by AOC to questions submitted by any Vendor. Any oral responses given at the Pre-Proposal Vendor Conference shall be considered unofficial and non-binding. A copy of the conference attendees list from the Pre-Proposal Vendor Conference will be placed on AOC Web site:

<http://www.courts.wa.gov/procure/>.

Per [Section 1.18](#), AOC shall issue a Questions & Answers document providing responses to any Vendor questions submitted by Vendor questions due date as allowed under the acquisition schedule. Questions submitted prior to the Pre-Proposal Vendor Conference shall not be considered in AOC's response to Vendor-submitted questions.

1.15 VENDOR COMPLAINTS

A complaint may be made before a Vendor responds to a solicitation document if Vendor believes that the document unduly constrains competition or contains inadequate or improper criteria. The written complaint must be made to AOC RFP Coordinator before the due date of the proposal; however, the solicitation process may continue.

The RFP Coordinator must immediately forward a copy of the complaint to AOC's ISD Chief Information Officer or his/her designee. Upon internal AOC review, the RFP Coordinator shall reply to Vendor with a proposed solution. AOC decision is final and no further administrative appeal is available.

1.16 AMENDMENT TO THE RFP

In the event that it becomes necessary to revise any part of this RFP, an amendment will be provided to all Vendors who request it, or the amendment may be obtained on the same Web site as the original RFP was posted.

Vendor is instructed to disregard any oral representations it may have received. Proposal evaluation will be based on the material contained in the RFP and any amendments to the RFP that have been issued.

AOC reserves the right to revise the RFP and to issue amendment(s) to the RFP. For this purpose, the answers to questions that are submitted to the [RFP Coordinator](#), together with other pertinent information, shall be provided as an amendment to the RFP.

AOC also reserves the right to cancel or to reissue the RFP in whole or in part, prior to the execution of a contract. In the event it becomes necessary to revise any part of the RFP, an amendment shall be published at <http://www.courts.wa.gov/procure/>.

If a conflict exists between amendments, or between an amendment and the RFP, the document issued last shall take precedence.

It is incumbent upon each potential Vendor to carefully examine these requirements, terms, and conditions. Should any potential Vendor find discrepancies, omissions, or ambiguities in this RFP, Vendor shall at once request, in writing, an interpretation from AOC's [RFP Coordinator](#). Any inquiries, suggestions, or requests concerning interpretation, clarification, or additional information shall be made, in writing, (including fax and e-mail transmissions) to AOC's [RFP Coordinator](#), as specified in [Section 1.6](#).

1.17 MANDATORY RESPONSE OVERVIEW

Vendors must complete a response to all requirements within all RFP sections. Proposals may be disqualified for not completing proposal sections. Each Mandatory item is noted with an (M) and scored on a pass/fail basis. Each Mandatory Scored item is noted with an (MS) and scored based on how Vendor response meets compliance with the requirement.

In response to each RFP requirement, Vendors must clearly state whether or not their solution meets the requirement by providing a detailed description of how the proposed solution will meet the requirement. Vendors will be scored based on how well Vendor meets AOC's requirements. Failure to meet an individual requirement will not be the basis for disqualification; however, failure to provide a response may be considered nonresponsive and be the basis for disqualification of the proposal.

1.18 VENDOR QUESTIONS AND ANSWERS

Specific questions concerning this RFP may be submitted in writing to the RFP Coordinator at the address specified in [Section 1.6](#) of this RFP. Fax and e-mail submission of questions is acceptable. The [RFP Coordinator](#) must receive questions no later than the date and time specified in [Section 1.8](#). AOC will not respond to Vendor questions submitted after said deadline.

All Vendor questions will be compiled and combined with AOC answers, which shall be presented in written form as a Question & Answer (Q&A) Document to the RFP. The Q&A Document will be published by the RFP Coordinator at the Web site provided in [Section 1.8](#).

It is incumbent upon each potential Vendor to carefully examine the RFP requirements, terms, and conditions. Should any potential Vendor find discrepancies, omissions, or ambiguities in this RFP, Vendor shall at once request, in writing, an interpretation from AOC RFP Coordinator. Any inquiries, suggestions, or requests concerning interpretation, clarification, or additional information shall be made in writing and delivered to AOC RFP Coordinator via U.S. mail, fax, or e-mail at the street or post office box address, fax number, or e-mail address specified in [Section 1.6](#) herein, respectively. AOC will not respond to Vendor questions submitted after said date. AOC will provide written answers by the date shown in [Section 1.8](#) herein.

1.19 LETTER OF INTENT TO PROPOSE

A letter indicating Vendor's intent to respond to this RFP must be received by the RFP Coordinator as specified in [Section 1.6](#) of this RFP, no later than the time specified in [Section 1.8](#). Vendor may submit the letter of intent by U.S. mail, fax, or e-mail. By

submitting this letter, Vendor accepts the procedure, review criteria, and the administrative instructions of this RFP.

Each Vendor must include the following information in the letter of intent to propose:

1. Vendor name.
2. Vendor's authorized representative for this RFP. (This representative shall also be named the authorized representative identified in Vendor's proposal.)
3. Name and title of authorized representative.
4. Address.
5. Telephone number.
6. Fax number.
7. E-mail address.
8. Statement of intent to propose.

Only Vendors submitting a letter of intent will receive amendments and other information regarding this RFP.

1.20 VENDOR DEMONSTRATIONS

Following scoring of Vendor written proposals, Vendor proposals shall be ranked. Vendor(s) with top ranked proposals shall be invited to Vendor Demonstrations phase of the evaluation process.

The demonstrations will be limited to 2 days for each invited Vendor. Vendor should be able to demonstrate any functional or technical feature claimed to be currently available in the version of the software being proposed. Failure to do so may be grounds for disqualification.

1.20.1 Demonstration Scheduling

Vendors will be required to provide acceptance of invitation for demonstration to the RFP Coordinator within two (2) business days of receipt of e-mail notification of such. The RFP Coordinator will provide individual demonstration notification regarding the date and time to each Vendor. Scheduling of Vendor demonstrations will be made at the sole discretion of AOC. Vendor must confirm acceptance of the scheduling to the RFP Coordinator within two (2) business days. Once a demonstration has been confirmed by a Vendor, AOC may, at its sole discretion, consider, upon Vendor request, a change to the scheduled demonstration date/time.

1.20.2 Demonstration Equipment and Internet Access

AOC shall provide meeting and training facilities in Olympia, Washington, for the demonstrations. AOC will provide facility, lights, and electricity for the demonstrations. Vendor will provide any additional equipment necessary to perform the demonstration for a total of 25 people.

Multi-media projectors are available at the meeting facility and will be made available to Vendor, upon request. Multi-media projectors can be provided to Vendor if

arrangements are made at the time of scheduling the demonstration and if the equipment is available.

Wireless Internet access is also available. Network availability and effective quality of service cannot be guaranteed.

1.20.3 Demonstration Agenda

Vendor shall be required to conduct a demonstration to include, but not be limited to, the following agenda items:

- Demonstration of use case scripts for proposed functional capabilities and technical features.
- Summary of the proposed solution.
- Hands-on demonstration.

A more detailed agenda and demonstration scripts will be generated based on the review of written proposals and provided when the demonstration is confirmed for each invited Vendor.

1.21 CLIENT ON-SITE VISITS

Following scoring of Vendor demonstrations, Vendor proposals and demonstrations shall be ranked. Top ranked Vendor(s) shall be invited to participate in the Client On-Site Visit phase of the evaluation process.

1.21.1 Client Characteristics

Clients submitted by Vendors for consideration for the On-Site Visit phase should each be an organization with responsibility to provide case management system services to general jurisdiction courts on a statewide basis. The client should have implemented the proposed version of Vendor's software.

1.21.2 Client On-Site Activities

AOC will send a limited set of evaluators to the client sites of top-ranked Vendors. They will seek to complete the following general list of activities:

- Day One:
 - Visit to the central state court administrative offices.
 - Client Site Tour.
 - Walk-through of key administrative functions.
 - Walk-through of key IT functions.
 - Client Conferences with:
 - State Project Team.
 - CIO.
 - System Administrator.
 - Court Administrator.
 - Contract Manager.

- Visit to a small general jurisdiction court.
 - Client site court tour and walk-through of major case management function.
 - Client conference with:
 - Clerk.
 - Presiding or administrative judge.
 - Court administrator.
- Day Two: Visit to a large general jurisdiction court.
 - Client site court tour and walk-through of major case management function.
 - Client conference with:
 - Clerk.
 - Presiding or administrative judge.
 - Court administrator.

The detailed list of activities will be generated from the review of written proposals and demonstrations and will be submitted to Vendors when invitation to participate in client on-site visits is issued.

1.22 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Vendors must clearly mark every page of any portion(s) of their proposal that contains proprietary information. Vendor may not mark the entire proposal as copyrighted, proprietary, or confidential. Any proposal containing language that copyrights the proposal, declares the entire proposal to be confidential, or declares that the document is the exclusive property of the bidder will be disqualified and removed from consideration. If AOC receives a request to view or copy the proposal, AOC shall respond according to public disclosure procedures described in this RFP. However, if any information is marked as proprietary or confidential in the proposal, AOC shall not make that portion available without giving Vendor an opportunity to seek a court order preventing disclosure. Cost proposals are not proprietary.

Materials submitted in response to this competitive procurement shall become the property of AOC.

All proposals received shall remain confidential until the contract, if any, resulting from this RFP is awarded; that is, signed and approved by all parties or a decision is made not to award this RFP. Thereafter, the proposals shall be publicly accessible.

Any information contained in a proposal that is considered proprietary by Vendor must be clearly designated as such. Each page must be identified, as well as the specific legal reason (e.g., statute, court rule, case law, etc.) upon which Vendor is making the claim. Each page claimed to be exempt from disclosure must be clearly identified by the word “proprietary” printed in the lower margins of each page, as appropriate. Marking of the entire proposal as proprietary will be neither accepted nor honored. If a request is made to view or obtain a copy of a Vendor’s proposal, AOC will comply with applicable public disclosure requirements. If any information in the proposal is marked as proprietary, such information will not be made available until the affected Vendor has been given an opportunity to seek an injunction or restraining order against the requested disclosure.

Documents provided requestor as a result of a Public Records Request shall be provided electronically. Alternatively, AOC will charge for copying and shipping any copies of materials. Submit Public Records Requests directly to AOC by mail to PublicRecordsOfficer@courts.wa.gov.

AOC will retain RFP records in accordance with AOC Records Retention Schedules, with guidance from the Washington State general retention schedules.

1.23 FAILURE TO COMPLY

For a response to be considered complete, it must respond to all requirements of this RFP. Vendors must provide a response to all sections of the RFP. Vendor's failure to comply with any part of AOC's RFP may result in Vendor's proposal being disqualified for being nonresponsive to AOC request. Refer to [Section 7](#) for further information.

1.24 RECEIPT OF INSUFFICIENT COMPETITIVE PROPOSALS

If AOC receives only one (1) responsive proposal as a result of this RFP, AOC reserves the right to select and award the contract to the single Vendor.

1.25 MOST FAVORABLE TERMS

AOC reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms that Vendor can offer. AOC reserves the right to contact a Vendor for clarification of its proposal during the evaluation process. In addition, if a proposal is selected, AOC reserves the right to enter into contract negotiations with the ASV, which may include discussion regarding Vendor's approach to meeting the terms of the contract. Contract negotiations may result in incorporation of some or all of the awarded Vendor's proposal, except to the extent revised in an Attachment to the Contract. Vendor must be prepared to accept this RFP for incorporation into a contract resulting from ACQ-2012-0401-RFP. The contract may incorporate some or all of Vendor's proposal. At its discretion, AOC reserves the right to request best and final offers from the RFP finalists. It also is understood that the proposal will become a part of the official procurement file.

1.26 COPYRIGHT PRIVILEGES

All copyright privileges for any material developed to satisfy the terms of any awarded contract resulting from this RFP process are to remain the property of AOC. Exceptions to this policy must be agreed upon by AOC and specified in writing in Vendor's contract with AOC. A draft contract is included as EXHIBIT B.

1.27 ACCEPTANCE PERIOD

Proposals providing fewer than two hundred forty five (245) days for acceptance by AOC from the due date set for receipt of proposals will be considered nonresponsive and will be rejected. Refer to [Section 2.3.6](#) and EXHIBIT C for additional information.

1.28 ERRORS IN VENDOR RESPONSES

AOC will not be liable for any errors or omissions in Vendor's response. Vendors will not be allowed to alter response documents after the RFP response due date identified in [Section 1.8](#).

AOC reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any response.

1.29 NO OBLIGATION TO BUY/RESPONSE REJECTION

AOC reserves the right to refrain from contracting with any Vendor. The release of this RFP does not obligate AOC to purchase services. Furthermore, AOC reserves the right to reject any or all responses at any time without penalty.

1.30 WITHDRAWAL OF PROPOSALS

Vendors may withdraw a response that has been submitted at any time up to the response due date and time in [Section 1.8](#). A written request signed by an authorized representative of Vendor must be submitted to the RFP Coordinator by postal mail, e-mail, or fax. After withdrawing a previously submitted response, Vendor may submit another response at any time up to the due date and time of Vendor proposals as noted in [Section 1.8](#).

1.31 PROPOSAL REJECTIONS

AOC will make the sole determination of clarity and completeness in the responses to any of the provisions in this RFP. AOC reserves the right to require clarification, additional information, and materials in any form relative to any or all of the provisions or conditions of this RFP.

1.32 NON-ENDORSEMENT

No informational pamphlets, notices, press releases, research reports, and/or similar public notices concerning this project may be released by the ASV without obtaining prior written approval from AOC.

1.33 PAYMENT ADVANCES PROHIBITED

The Constitution of the State of Washington prohibits payments in advance for anticipation of receipt of goods or services. Vendors are paid after services and products are delivered and accepted.

1.34 ELECTRONIC PAYMENT

The State of Washington prefers to utilize electronic payment in its transactions. Upon contract award, the successful Vendor will be required to register with the State of Washington's Office of Financial Management (OFM) as a statewide vendor. Once registered, Vendors may as an option receive all invoice payments processed by any Washington State agency through direct deposit to Vendor's business account. See <http://www.ofm.wa.gov/isd/vendors.asp> for more information.

1.35 INVOICES

Vendors selected and subsequently performing services for AOC will provide invoices as defined in the executed contract. At a minimum, each submitted invoice must include AOC contract number authorizing the services (i.e., Contract Number PSCXXX). See EXHIBIT B – Draft Contract for additional information.

1.36 CONDITIONAL SALES CONTRACT

AOC will not enter into a contract unless the contract can be canceled for non-allocation of funds by the legislature with no penalty to the State.

1.37 COST OF PREPARING RESPONSES

AOC is not liable for any costs incurred by Vendor in the preparation of responses submitted to this RFP.

1.38 TRAVEL, HOTEL, PER DIEM COSTS

All travel and per diem will be the responsibility of Vendor and should be considered when preparing the Cost Proposal. No separate allowances or fees will be paid for travel or per diem for Vendor or Vendor agents.

1.39 NOTIFICATION TO UNSUCCESSFUL VENDORS

Vendors whose proposals have not been selected will be notified via e-mail.

1.40 DEBRIEFING OF UNSUCCESSFUL VENDORS

Vendors who submitted a proposal and were not selected as the successful Vendor will be given the opportunity for a debriefing conference. The RFP Coordinator must receive the request for a debriefing conference within five (5) business days after the e-mail notification as an unsuccessful Vendor is sent. The debriefing shall be held within five (5) business days of the debriefing request.

1.41 PROTESTS

Vendors submitting a protest to this procurement shall follow the procedures described herein. Protests of Vendors that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to Vendor under this procurement.

A person authorized to bind Vendor to a contractual relationship must sign the protest letter. The agency must receive the written protest within five (5) business days after the debriefing conference and must, in turn, immediately notify AOC's designee of receipt of the protest. It must also postpone further steps in the acquisition process until the protest has been resolved.

The protest must state all facts and arguments on which the protesting party is relying. At a minimum, this must include:

1. The name of the protesting Vendor, its mailing address and phone number, and the name of the individual responsible for submission of the protest.
2. Information about the acquisition and the acquisition method and name of the issuing agency.
3. Specific and complete statement of the agency's action(s) being protested.
4. Specific reference to the grounds for the protest.
5. Description of the relief or corrective action requested.

Only protests stipulating an issue of fact concerning a matter of bias or discrimination, or a conflict of interest, arithmetic errors in computing the score, or non-compliance with procedures described in the procurement document shall be considered. Protests not based on procedural matters will not be considered.

In the event a protest may affect the interest of any other Vendor, such Vendor(s) will be given an opportunity to submit their views and any relevant information on the protest to the RFP Coordinator.

Protests shall be addressed to:

Protest Manager
Judicial Services Division
Administrative Office of the Courts
1112 Quince Street Southeast
Olympia, Washington 98501-1170

Vendor shall also forward a copy of the protest to the RFP Coordinator at the same time it is sent to the AOC Protest Manager.

Individuals not involved in the protested acquisition will objectively review the written protest material submitted by Vendor and all other relevant facts known to the agency. AOC must deliver its written decision to the protesting Vendor within five (5) business days after receiving the protest, unless more time is needed. The protesting Vendor will be notified if additional time is necessary.

Upon receipt of a protest, a protest review will be held by AOC to review the procurement process utilized. This is not a review of responses submitted or the evaluation scores received. The review is to ensure that procedures described in the procurement document were followed, all requirements were met, and all Vendors were treated equally and fairly.

Protests shall not be accepted prior to selection of the ASV. Protests must be received within five (5) business days from the date of the notification of the ASV. The AOC Protest Manager or his/her delegate will then consider all the information available to him/her and render a written decision within five (5) business days of receipt of the protest, unless additional time is required. If additional time is required, the protesting party will be notified of the delay. AOC decision is final and no further administrative appeal is available.

2. INSTRUCTIONS FOR COMPLETING AND SUBMITTING PROPOSALS

This section establishes the RFP compliance requirements for this acquisition. Vendors must respond and provide detailed information for all items designated Mandatory “M” requirements. Provide all information in the exact order specified in this section. This section is scored as pass/fail, so completeness is a priority to consideration for the scoring phase of the RFP. All items in this section marked (M) must be included as part of Vendor’s proposal to be considered responsive.

2.1 MANDATORY PROPOSAL FORMAT

Proposals should be prepared simply and economically, providing a straightforward and concise description of Vendor’s ability to meet the requirements of this RFP. Do not use fancy binding, colored displays, or promotional materials. Standard brochures are not to be included in the proposal. Emphasis should be on completeness and clarity of content.

Proposals must be prepared with 12 point font Arial or Times New Roman and printed on single-side, standard 8 ½ x 11-inch paper, using separators for the major sections of the proposal, with each copy bound either by binder clips or in three-ring binders.

See [Section 1.11](#) for format requirements of Vendor proposals, including number of copies to be provided to the Washington State AOC for the evaluation process.

The three volumes of the proposal are to be submitted in the order noted below.

2.1.1 Volume 1

This volume is to include the following in order:

- Administrative Requirements Response (See RFP [Section 2.3](#)).
- Business References (see [Section 2.4](#)).
- Financial and Organizational Response (See RFP [Section 3](#)).

2.1.2 Volume 2

This volume is to include the following in order:

- Management Proposal (See RFP [Section 4](#)).
- Response to Technical Requirements (See RFP [Section 5](#)).
- Response to Business Requirements (See RFP [Section 6](#)).
- Response to Service Requirements (See RFP [Section 7](#)).

2.1.3 Volume 3

This volume is to include the following in order:

- Proposed Solution Costs (See RFP [Section 8](#)).

2.1.4 Volume 4

This volume is to include the following in order:

- Software License Agreement.
- Source Code Escrow Agreement.
- Maintenance Services Agreement.

Proposals must provide information in the same order as presented in this document, with the same headings. This will not only be helpful to the evaluators of the proposal, but should assist Vendor in preparing a thorough response.

2.2 ELECTRONIC MEDIA FORMAT (M)

Vendor must submit a CD-ROM, DVD, or USB flash drive with:

- One non-password-protected and unsecured PDF file for each of the volumes listed above.
- A complete copy of the source files used to produce the entire proposal in a format readable by Microsoft Office 2003 or newer.

2.3 ADMINISTRATIVE REQUIREMENTS

2.3.1 Documents Requiring Original Signatures (M)

The following documents must be signed and dated by a person authorized to bind Vendor to a contractual relationship (the president or executive director if a corporation, the managing partner if a partnership, the proprietor if a sole proprietorship, etc.):

- Certifications and Assurances, EXHIBIT C.
- Vendor Business References, EXHIBIT E.
- Major Subcontractor References, EXHIBIT F
- Firm Fixed-Price Certification, EXHIBIT Q.

2.3.2 Letter of Submittal (M)

The letter of submittal must be on official Vendor letterhead and must be signed by a person authorized to bind your organization to a contract. Your letter of submittal must include the following in the order given:

- a. Vendor name.
- b. Name and title of proposing Vendor authorized representative.
- c. Address.
- d. Telephone number.
- e. Fax number.
- f. Statement that proof of required insurance provisions will be provided if awarded a contract as a result of this RFP.

Statement indicating, as a condition of contract award, Vendor will register with the OFM as a statewide vendor within ten (10) Business Days of notification of contract award. See [Section 2.3.12](#) for more information.

2.3.3 Authorized Vendor Representative Identification (M)

Provide information regarding Vendor's only point of contact for communication relating to this RFP.

- Authorized Vendor representative name.
- Title.
- Address.
- Telephone number.
- Fax number.
- E-mail address.

It is Vendor's responsibility to keep this information current during the RFP process and through the life term of any awarded Contract resulting from this acquisition.

2.3.4 Vendor Account Manager (M)

Vendor shall appoint an account manager who will provide oversight of Vendor contract activities. Vendor's account manager will be the principal point of contact concerning Vendor's performance under this Contract. Vendor shall notify AOC contract administrator, in writing, when there is a new Vendor account manager assigned to this Contract. Provide the following Vendor account manager information:

- Vendor account manager name.
- Title.
- Address.
- Telephone number.
- Fax number.
- E-mail address.

2.3.5 Proof of Insurance (M)

Each Vendor must indicate, in the submittal letter and as a condition of contract award, that they will provide proof of insurance from Vendor's insurance carrier, outlining the extent of Vendor's liability coverage.

Vendor shall, at its own expense, obtain and keep in force liability insurance during the term of the contract. Vendor shall furnish evidence to AOC within fifteen (15) business days of receipt of notice of award of amendment, in the form of a certificate of insurance, that insurance will be provided. Refer to EXHIBIT B – Draft Contract for insurance requirements.

2.3.6 Certification of Proposal (M)

Provide a signed copy of the "Certifications and Assurances" (EXHIBIT C) as an appendix to Vendor's Proposal. The form must be signed and dated by a person legally authorized to bind Vendor. Each Vendor shall certify their preparation of the Proposal and stipulate in writing that their Proposal is valid for two hundred forty five (245) days after receipt by AOC.

2.3.7 Use of Subcontractors (M)

Vendor must acknowledge and agree that they will be solely responsible for carrying out the requirements of this RFP and any resulting Contract. If Vendor anticipates subcontracting any of the work, the subcontractor shall be clearly identified in a proposal submitted by Vendor in response to this RFP.

2.3.8 Contracts With AOC (M)

If Vendor is currently under a Contract, or has contracted with AOC within the past twelve (12) months, provide the following information:

- Contract and/or Contract identification (number and/or name).
- Contract and/or Contract begin and end dates.
- Brief statement describing type of services provided.

2.3.9 Contracts With Other Washington State Agencies (M)

If Vendor is currently under a Contract, or has contracted with other Washington State agencies within the past twelve (12) months, provide the following information:

- Agency and organizational unit.
- Agency office/location.
- Contract and/or Contract identification (number and/or name).
- Contract and/or Contract begin and end dates.
- Brief statement describing type of services provided.

2.3.10 Washington State Employee Identification (M)

If Vendor employs, or has on their governing board as of the date of the Proposal, one or more Washington State employees, those individuals must be identified. In addition, if Vendor employs, or has on their governing board as of the date of the Proposal, one or more former (within the last two [2] years) Washington State employees, those individuals must be identified. If, following a review of this information, it is determined by the evaluation committee that a conflict of interest exists, Vendor may be disqualified from further consideration.

- Name of individual.
- State employment separation date.
- Title and/or position within Vendor.

- Statement of responsibilities within Vendor.
- Washington State employing agency.
- Washington State job title and/or classification.
- Current status of Washington State employment.
- Washington State employment separation date.

2.3.11 Vendor Status as a Washington State Business (M)

The ASV must agree to register with the Washington State Department of Revenue. Vendor must also agree to collect and report all applicable state sales taxes.

Vendor must acknowledge and agree to the above requirement.

2.3.12 Register as a Statewide Vendor (M)

The ASV must agree to register with the Washington State OFM as a statewide vendor within ten (10) business days of notification of contract award.

Vendor must acknowledge and agree to the above requirement.

2.3.13 License Ownership Confirmation (M)

Vendor must include a statement indicating whether the software is owned by Vendor or a third party. If Vendor is not the owner of the software, Vendor must agree to the following:

- Vendor must identify the software owner and provide contact information; and
- Vendor must provide the software owner's licensing terms; and
- Vendor must provide AOC terms and conditions to software owner; and
- Vendor must provide AOC with a copy of the reseller agreement between the software owner and Vendor; and
- Vendor must provide a statement agreeing to the provisions as set forth in the list above, which includes the required information. All software licensing and maintenance agreements must be provided in Volume IV of Vendor proposal.
- Vendor must provide a statement secured from software owner(s) indicating its willingness to participate in contract negotiations with AOC if selected as the ASV as a result of this RFP. Failure to do so may result in disqualification from this RFP.

2.3.14 Liquidated Damages (M)

EXHIBIT B – Draft Contract includes provisions for liquidated damages, which will be assessed against any Vendor that has executed a contract with AOC as a result of this RFP. The ASV will be expected to enter into a contract that contains substantially the same liquidated damages. AOC, at its sole discretion, will review any exceptions, modifications and/or additions to liquidated damages submitted in EXHIBIT D. In no event is a Vendor to submit its own list of qualifying events to which liquidated damages should be considered.

Vendor must provide a statement indicating its willingness to accept the inclusion of liquidated damages in any mutually negotiated contract resulting from this RFP.

2.3.15 Source Code Escrow (M)

The ASV will be expected to enter into a Source Code Escrow Agreement identifying AOC as a beneficiary for all deposited source code placed in the escrow account created in compliance to this RFP and any awarded Contract. Vendor is responsible to select an escrow company and submit a copy of the escrow agreement in Volume IV of its proposal. All parties providing source code under any awarded Contract must be willing to be identified as a depositor and agree to the terms of the Source Code Escrow Agreement. See EXHIBIT B for contractual terms and conditions regarding Source Code Escrow.

Vendor must provide a statement indicating its willingness to accept the inclusion of a Source Code Escrow Agreement in any mutually negotiated contract resulting from this RFP. This statement shall be deemed inclusive of all subcontractors and third party software owners as identified in any RFP proposal submitted by a Vendor.

2.3.16 Contract Terms and Conditions (M)

The ASV will be expected to enter into a contract that is substantially the same as the draft contract attached hereto as EXHIBIT B. Many clauses are required by Washington State law and cannot be negotiated. In no event is a Vendor to submit its own standard terms and conditions in response to this solicitation. AOC will review requested exceptions and accept or reject the same at its sole discretion but **only modifications and/or additions** will be open to negotiations. A Vendor must provide one of the two (2) following statements in response to this mandatory requirement:

“Vendor accepts the terms of the draft contract as provided in EXHIBIT B.”

or

“Vendor accepts the terms of the draft contract as provided in EXHIBIT B, EXCEPT FOR those areas identified in the submitted EXHIBIT D in this RFP Proposal.”

All identified exceptions, modifications, and/or additions shall be included as EXHIBIT D to the Proposal as set forth below in this section. Identify each proposed exception, modification, and/or addition in the following format:

- State the Contract page number as reference.
- State the Contract paragraph in full as originally provided in EXHIBIT B – Draft Contract.
- State the proposed revised paragraph verbiage in full.

2.3.17 Vendor Profile (M)

Vendor must provide the following information:

2.3.17.1 *Legal Entity – Vendor*

Provide the name, address, telephone number, and fax number of the legal entity with whom AOC may execute any Contract(s) arising from this procurement.

2.3.17.2 *Legal Status – Vendor*

Describe the legal status of Vendor; for example, corporation (including state of incorporation), limited liability company (including state of incorporation), partnership (including state of registration), sole proprietor, etc. Additionally, provide a Federal Employer Tax Identification number (TIN) and Washington State Unified Business Identification (UBI) number.

2.3.17.3 *Principal Officers and Account Manager – Vendor*

Furnish the name, address, e-mail address, telephone number, and fax number of the principal officers of your firm and the proposed account manager for any Contract arising from this procurement.

2.3.18 *Major Subcontractor Profile (M)*

Vendor must provide the following information:

2.3.18.1 *Legal Entity Contact Information- Major Subcontractor(s)*

Provide the name, address, telephone number and fax number of the legal entity of any Major Subcontractor whom Vendor has identified in its proposal to this RFP.

2.3.18.2 *Legal Status – Major Subcontractor(s)*

Describe the legal status of any Major Subcontractor (corporation [including state of incorporation], limited liability company [including state of incorporation], partnership [including state of registration], sole proprietor, etc.) with whom Vendor has identified in its proposal to this RFP. Additionally, provide a Federal Employer TIN and, if available, a Washington State UBI number for each Major Subcontractor.

2.3.18.3 *Principal Officers and Account Manager Contact Information – Major Subcontractors*

Provide the name, address, e-mail address, telephone number, and fax number of the principal officers and the proposed account manager of each Major Subcontractor whom Vendor has identified in its proposal to this RFP.

2.3.19 *Prior Contract Performance – Terminated for Default (M)*

If Vendor had any Contract terminated for default during the five (5) years immediately preceding the date of this RFP, Vendor must describe all such incidents. Termination for default is defined as notice to stop performance due to Vendor's non-performance or poor performance and the issue was (a) not litigated in court or in an alternative dispute resolution setting or (b) litigated, either in court or in an alternative dispute resolution setting, and the decision or judgment was that Vendor was in default.

Submit full details of all terminations for default experienced by Vendor in the past five (5) years, including the other party's name, address, and telephone number. Present Vendor's position on the matter.

If Vendor has experienced no such terminations for default in the past five (5) years, so declare.

It is not acceptable for Vendor to state that the requested information will be provided only if and when Vendor is selected as the ASV. It also is not acceptable for Vendor to include only legal action that resulted from terminations for default.

2.3.20 Prior Contract Performance – Terminated for Convenience (M)

If Vendor had any Contract terminated for convenience by Vendor client during the five (5) years immediately preceding the date of this RFP, Vendor must describe all such incidents. Termination for convenience is defined as Vendor client notice received by Vendor to immediately stop performance under any Contract, but not due to Vendor's non-performance or poor performance.

Submit full details of all terminations for convenience experienced by Vendor in the past five (5) years, including the other party's name, address, and telephone number. Present Vendor's position on the matter.

If Vendor has experienced no such terminations for convenience in the past five (5) years, so declare.

2.4 BUSINESS REFERENCES (M)

Vendor must supply references for Vendor organization and any major Subcontractor(s) in the manner described below.

2.4.1 Vendor Business References (M)

Vendor must supply names, addresses, and telephone numbers of a minimum of three (3) non-Vendor-owned business references for which Vendor has completed similar work within the last five (5) years. Include a brief description of the type of service provided. All customer references should be of comparable size and complexity to AOC project. Vendor must grant permission to AOC to independently contact the references at AOC's convenience. Do not include current AOC staff as references. EXHIBIT E provides a form that must be completed for each of the references.

2.4.2 Major Subcontractor Business References (M)

Vendor must supply names, addresses, and telephone numbers of a minimum of three (3) non-Vendor/Subcontractor-owned business references for which any major Subcontractor has completed similar work within the last five (5) years. Include a brief description of the type of service provided. All customer references should be of comparable size and complexity to AOC project. Vendor must grant permission to AOC to independently contact the references at AOC's convenience. Do not include current AOC staff as references. EXHIBIT F provides a form that must be completed for each of the references.

2.4.3 Client Reference Survey Form (M)

Vendor must submit EXHIBIT G to all business references that are supplied in response to [Section 2.4.1](#) above. All Major Subcontractors included in Vendor proposal must also submit EXHIBIT G to those business references that are supplied in response to [Section 2.4.2](#) above.

Each client business reference is required to complete EXHIBIT G independently from proposing Vendor and any Major Subcontractors, including commentary and the rating of all scored items. *EXHIBIT G must be completed independently from proposing Vendor and any proposed Major Subcontractors.*

Each completed business reference survey form must be submitted directly to the RFP Coordinator by a representative of the business reference, not by the proposing Vendor or Major Subcontractor. For each business reference to which this form is provided, it is the sole responsibility of proposing Vendor or Major Subcontractor to track and confirm completion and submittal of this form to the RFP Coordinator. To support the proper completion of EXHIBIT G by any client, Vendor or Major Subcontractor must provide sufficient information to the client including the role that Vendor/Major Subcontractor will hold for AOC as identified within any proposal submitted in response to this RFP.

Only one survey from each business reference will be accepted by AOC. Instructions for completion and submittal of the business reference survey are included in EXHIBIT G. EXHIBIT G must **not** be included in any part of a submitted Vendor proposal. Any completed EXHIBIT G submitting as part of a Vendor proposal will be disregarded.

2.5 CLIENT ON-SITE CONFIRMATION FORM (M)

Due to AOC anticipation of a variance in composition of the proposed Vendor project team ([Section 4.3.1](#)), AOC requires Vendor and/or all Major Subcontractors to forward the Client On-Site Confirmation Form (EXHIBIT H) to clients who currently have an operational implementation of the proposed SC-CMS solution within the continental United States. These same clients must be included as business references in Vendor response to [Section 2.4.3](#), and either [Section 2.4.1](#) or [2.4.2](#).

Vendor or Major Subcontractor must supply name, address, and telephone number of a minimum of three (3) clients who currently use the proposed Case Management System solution in a general jurisdiction courts implementation within the continental United States. EXHIBIT H provides the form that must be completed for this reference.

Vendor proposal must include three (3) separate copies of EXHIBIT H, one for each named client. Of the three clients submitted by Vendor, at least one (1) must be from a statewide general jurisdiction. This must be an implementation of the system proposed for SC-CMS and must have been implemented within the last five (5) years.

The submitted referenced client sites must include, at a minimum, a central administrative organization, a large court operation, and a small court operation that can reasonably all be visited in a two (2) -day period. Each submitted EXHIBIT H must include a brief description of the client, the scope of the implementation, and the locations that may be visited by the evaluation team. This client reference should be of comparable size and complexity to AOC project.

Vendor and Major Subcontractors must grant permission to AOC to independently contact and arrange a two (2) -day visit with the reference at AOC's convenience. Scheduled dates for Client On-Site Visits are available in [Section 1.8](#), with additional information regarding client staff requirements provided in [Section 1.21.2](#).

3. FINANCIAL AND ORGANIZATION REQUIREMENTS

3.1 SECTION REQUIREMENTS

This section requires information concerning the financial and organizational capacity of Vendor submitting a proposal in response to this RFP. Vendors must respond and provide detailed information for all items designated Mandatory (M) requirements. Vendors must provide all information in the exact order specified in this section.

Vendors are encouraged to include information in their responses that is critical to service delivery and provides competitive advantage. AOC does not desire highly conceptual responses. Preference will be given to Vendor responses that are brief, clear, and directly address the specific requirement.

Responses to this section must be stand-alone in order to facilitate evaluation and scoring.

3.2 FINANCIAL INFORMATION (M)

Vendor must provide all information requested in the exact order specified below. This section is scored on a pass/fail basis. Failure to respond to any mandatory requirements will be viewed as nonresponsive and the proposal may be disqualified.

3.2.1 Financial Statements (M)

3.2.1.1 Vendor Financial Statements (M)

Vendor must provide the last three (3) years of comparative financial statements or annual reports with the name, address, and telephone number of a contact in the company's principal financing or banking organization. Alternatively, financial statements or annual reports from the parent company may be submitted to partially demonstrate compliance to this requirement.

3.2.1.2 Major Subcontractor(s) Financial Statements (M)

Financial statements must be provided for any subcontractor providing goods or services in excess of 20 percent of the contract value of Vendor's proposal. This must include the last three (3) years of comparative financial statements or annual reports with the name, address, and telephone number of a contact in the company's principal financing or banking organization. Alternatively, financial statements or annual reports from the parent company may be submitted to partially demonstrate compliance to this requirement.

3.2.2 Alternatives for Nonpublic Corporations (M)

If Vendor is not a publicly held corporation, it must comply with [Section 3.2.1.2](#) by providing the following information:

3.2.2.1 Business Description (M)

Vendor must describe the proposing organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information in such a manner that would enable proposal evaluators to determine the stability and financial strength of the organization.

3.2.2.2 Banking Reference (M)

- Vendor must provide a reference from the company's current bank.
- Vendor must provide a credit rating report and name the rating service. The credit rating report must identify the credit rating score.

3.2.3 D-U-N-S Number (M)

Vendor must provide its Dun & Bradstreet D-U-N-S number.

3.2.4 Federal Employer TIN (M)

Vendor must provide its Federal Employer TIN.

3.2.5 Washington UBI Number (M)

Vendor must provide its UBI number. A UBI number is a nine-digit number that registers a company with several state agencies and allows that company to do business in Washington State. A UBI number is sometimes called a tax registration number, a business registration number, or a business license number. Please visit the Washington State Department of Revenue's Web site at the link below for more information on business registration requirements.

<http://dor.wa.gov/Content/DoingBusiness/RegisterMyBusiness/Default.asp>

If Vendor does not have a UBI number, Vendor must indicate in its response to this section "<Vendor Name> confirms that we will register for a UBI number within ten (10) business days of notification of contract award."

3.3 BUSINESS DESCRIPTION AND ORGANIZATION (M)

Vendor must provide all information requested below.

3.3.1 Business Identification (M)

Vendor must provide an overview of Vendor, including but not limited to the following:

- Vendor's name and address and main business location.
- The location of the facility from which Vendor would operate, the telephone, fax, and e-mail address.
- Vendor's start-up date.
- Summary of Vendor's pertinent expertise, skills, client base, and services that are available for this project.

3.3.2 Company Officers (M)

Vendor must provide the names, addresses, and telephone numbers of principal officers (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.).

Vendor must state the name, the title or position, address, e-mail address, fax, and telephone numbers of the individual who would have primary responsibility for the project resulting from this RFP. Vendor must disclose who within Vendor organization

will have prime responsibility and final authority for the work under the proposed contract. Vendor must name other individuals providing service on the project.

3.3.3 Legal Status (M)

Describe the legal status of Vendor; for example, corporation (including state of incorporation), limited company (including state of incorporation), partnership (including state of registration), sole proprietorship, etc.

4. MANAGEMENT PROPOSAL

4.1 SECTION REQUIREMENTS

This section requires information about the qualifications of the proposing Vendor and Major Subcontractors, setting forth the mandatory minimum organizational requirements. In addition, it requires information about the proposed project team, approach, work plan, project management approach, and system support approach. In addition, it requires that Vendor list all assumptions related to this section of the proposal. Vendors must respond and provide detailed information for all items designated Mandatory (M) and Mandatory Scored (MS) requirements. Vendors must provide all information in the exact order specified in this section.

Vendors are encouraged to include information in their responses that is critical to service delivery and provides competitive advantage. AOC does not desire highly conceptual responses. Preference will be given to Vendor responses that are brief, clear, and directly address the specific requirement.

Responses to this section must be stand-alone in order to facilitate evaluation and scoring.

4.2 VENDOR AND MAJOR SUBCONTRACTOR QUALIFICATIONS (MS)

4.2.1 Minimum Organizational Requirements (MS)

AOC is seeking a solution from a Vendor with the organizational resources and track record for implementing a court case management system of the scope and scale of this project. At a minimum, Vendor must meet all of the five organizational requirements listed below. Failure to meet all five organizational requirements will result in a nonresponsive proposal.

4.2.1.1 Prior Statewide General Jurisdiction Implementation (MS)

Vendor must have implemented a court case management system for general jurisdiction courts. This installation must also have been implemented on a statewide or other jurisdictional equivalent basis (i.e., in more than one general jurisdiction court and administered through a state level administrative agency). The client reference proposed for the Client On-Site Visit must be one such implementation. See [Section 2.5](#) for additional information.

In response to this section, Vendor must provide the following:

- Client name and location.
- An indication whether this is a client reference proposed for the Client On-Site Visit.
- Contract start date.
- Initial implementation date (date the first court went into live operation).
- Final implementation date (date the last court went into or is scheduled to go into live operation).

- If not implemented in all courts in the state, the number of courts and size (i.e., jurisdiction population).
- Application title(s) and version number(s).
- A concise description of the engagement, covering:
 - Client objectives.
 - Scope system capabilities.
 - Scale (number of courts, judges, clerks, administrators, and others served).
 - Approach.
 - Risks.
 - Results.

4.2.1.2 Long-Term Product Life Cycle Plan and Track Record (MS)

Vendor must have a documented product life cycle plan for the application(s) proposed for the SC-CMS. This product life cycle must span at least 6 years including 2012 and must include 1 or more prior years.

In response to this section, Vendor must provide a copy of its product life cycle plan for the application(s) proposed for the SC-CMS. Vendor must also present a detailed description of its performance against this plan.

4.2.1.3 Implementation Assistance Organization (MS)

Vendor must have a documented strategy and an established organization to support implementation of the proposed application(s) for its clients. This may be resourced internally or externally to the proposing Vendor's organization.

In response to this section, Vendor must provide a description of each implementation support organization, its structure, its number and type of managers and staff, the implementation standards and protocols employed, and the services provided.

4.2.1.4 Application Support Organization (MS)

Vendor must have a documented strategy and an established organization to provide ongoing support of the proposed application(s) for its clients. This may be resourced internally or externally to the proposing Vendor's organization. It may be a combination of organizations.

In response to this section, Vendor must provide a description of each application support organization, its structure, its number and type of managers and staff, the support protocols employed, and the services provided.

4.2.1.5 Source Code Escrow (M)

AOC must have access to application source code in the event Vendor is unable or unwilling to provide necessary updates to programs. This can either be provided by including the source code as part of what is delivered to AOC, or by agreeing to place the source code in escrow.

In response to this section, Vendor must provide a description of how they will provide and fund source code escrow to meet the requirements of this section. In addition, they must describe how they will inform AOC of submission of software to escrow. In the event that Vendor proposes to employ a third-party escrow agent, the escrow agreement must be submitted in response to this section.

4.2.2 Vendor Qualifications (MS)

Vendor must provide a concise description of three (3) relevant experiences in implementing a general jurisdiction case management system. This should include providing technologies, software, hardware, and services on a statewide basis. Vendor should demonstrate substantial experience in providing these solutions to state court administrations and the courts they serve. These descriptions should be in sufficient detail to demonstrate to evaluators Vendor's capability in delivering such a system.

4.2.3 Major Subcontractor Qualifications (MS)

If Vendor proposes to employ Major Subcontractor(s), Vendor must provide a concise description of three (3) relevant experiences for each Subcontractor in support of implementing a court case management system. The description should include providing technologies, software, hardware, and services on a statewide basis to court of general jurisdiction. Vendor should demonstrate substantial Subcontractor experience in providing goods and services to state court administrations and the courts they serve. These descriptions should be sufficient detail to demonstrate to evaluators Vendor's capability in delivering such a system.

4.3 PROPOSED PROJECT TEAM (MS)

Vendor must provide a brief overview of how the project team will be organized, including each project team member, who will perform each element of the work, and where the work will be performed.

4.3.1 Key Project Staff (MS)

Vendor must identify all staff members filling key roles on the project team and describe their roles on the project. Vendor must state the name, title or position, e-mail address, mailing address, and telephone number of the individual who will have primary responsibility for service delivery. Vendor must disclose who within the firm will have prime responsibility and final authority for the Services provided under the proposed contract.

Vendor may not change or replace any of the staff assigned to this Contract without prior approval of AOC, which approval will not be unreasonably withheld. Vendor is not responsible for delays or repeated tasks caused by factors outside its control. These factors include, but are not limited to, availability of AOC personnel, equipment, and telecommunication provider services.

Vendor will use reasonable efforts to take into account AOC's schedule, but in all events, the performance of Services is subject to the availability of AOC personnel and resources, as determined by AOC.

Vendor shall be responsible to ensure that all its employees are properly trained, certified, or licensed as appropriate and are properly qualified by education and experience to perform the work. Vendor shall avoid overstaffing the work or shuffling personnel assigned to said work.

4.3.2 Proposing Vendor's Project Organization Chart (MS)

Vendor must propose a project organization capable of performing the scope of work and successfully providing the proposed solution. This team must provide, at a minimum, the following capabilities:

- Project management.
- Enterprise architecture and application design.
- Application development and integration.
- Court and clerk process redesign.
- Organizational change management.
- Application configuration and administration for the proposed solution.
- Technical writing.
- Testing.
- Data conversion.
- Training.
- Application support and maintenance.

Vendor must provide a description of the proposed service organization, describe how the team will be managed during the course of service delivery, and provide a project team organization chart for its proposed team. This chart must present the reporting relationships with AOC.

4.3.3 Proposing Vendor's Responsibilities and Qualifications (MS)

As provided in [Section 4.3.1](#), Vendor must identify responsibilities and qualifications of key project staff who will be assigned to service delivery. For all named staff, Vendor must provide a detailed biography of experience relevant to their roles. Resumes for each of these persons must be provided in response to this section. The resumes must include information regarding their particular skill sets, education, experience, significant accomplishments, and other pertinent information. They must be no longer than four (4) pages for each key project staff member.

4.3.4 Staff Certifications (M)

Vendor must provide, for each of the key project staff, a complete description of any required certification, including but not limited to, name of staff, type of certification, date of issuance, and date of expiration. Compliance to this requirement shall be required of the ASV for key project staff replaced during any contract term.

4.4 STATEMENT OF WORK (MS)

4.4.1 Overall Approach (MS)

Vendor must fully describe the proposed approach to meet or exceed project goals and the requirements of the RFP. Vendor shall present the general strategies and tactics that will be employed to meet the objectives, timeframes, and resource constraints set forth in the [SC-CMS Feasibility Study Report](#).

4.4.2 Training Approach (MS)

Vendor must describe the training approach, strategies, tactics, tools, and timing it will employ to meet the training requirements in this RFP. Vendor must include, at a minimum, the following information in response to this section:

- Development of training materials to support the classroom training of the implementation and configuration of AOC's SC-CMS.
- Description of the type and locations (i.e., local courts, central location, e-webinars, etc.) of training sessions to be held throughout the State of Washington. This should also provide information regarding the materials and documentation to be provided with each type of training.
- Description of logistic assistance provided by Vendor to secure all meeting places for the training sessions and equipment necessary for each type of training session (i.e., laptop computer, overhead projector, written materials, etc.).
- Description of the types of class sessions and the intended audience, class size, and course length.
- Description of Vendor staff training to demonstrate proficiency in providing training for the case management system solution being proposed to AOC for implementation.
- Description of the knowledge transfer and training for internal AOC trainers and help desk staff.

4.4.3 Approach to Configuration and Customization (MS)

Vendor must describe the approach, strategies, tactics, tools, and timing it will employ to configure and, if necessary, modify the proposed application(s) to meet the needs of AOC, superior courts, and the county clerks. Vendor must describe how AOC, the superior courts, and the county clerks will cost effectively and efficiently maintain and enhance the resulting system without further assistance from Vendor.

4.4.4 Business Process Reengineering Approach (MS)

Vendor must describe the approach, strategies, tactics, tools, and timing it will use to facilitate the timely reengineering of court and clerk processes to optimize their operations using the proposed application(s). Vendor must describe how AOC, the superior courts, and the county clerks will cost effectively and efficiently use the proposed applications and tools to continually improve their processes without further assistance from Vendor.

4.4.5 Testing Methodology (MS)

Vendor must describe the testing approach, tests, strategies, tactics, tools, traceability, and timing it will use to implement and manage a rigorous test protocol, which ensures that the requirements of the RFP are met. AOC, the superior courts, and the county clerks will effectively and efficiently conduct Acceptance Testing to ensure that the product meets the agreed acceptance criteria.

4.4.6 Approach to Statewide Implementation (MS)

Vendor must describe the approach, strategies, tactics, tools, and timing it will use to implement the SC-CMS statewide. This must effectively address:

- Organizational change management.
- Communication.
- Advance preparation.
- Installation.
- Data conversion.
- Rollout phasing.
- Initial post-implementation support.
- Training.
- Cutover.

Vendor must describe the role it expects that AOC, the superior courts, and the county clerks will play in these efforts.

4.5 DETAILED PROJECT PLAN (MS)

Vendor must provide a detailed project work plan and schedule for this engagement (e.g., tasks of four [4] -week duration or less). It must be presented in a Gantt chart format identifying when tasks are to be completed and when deliverables will be presented for acceptance.

4.6 PROJECT MANAGEMENT APPROACH (MS)

Vendor must describe its approach, strategies, and tactics for monitoring, controlling, and reporting project performance across all elements within the scope of this engagement. Vendor must describe how it will coordinate its project management efforts and reporting with the efforts of the ISD Project Management Office (PMO).

4.6.1 Project Status Reports (MS)

Vendor must describe how it will compile and deliver the project status information in a manner that meets or exceeds the requirements of this RFP. Refer to EXHIBIT N for additional information.

4.6.2 Change Management (MS)

Vendor must describe its approach for managing scope, budget, and schedule. This change management approach should include how potential revisions to scope, budget, or schedule will be identified, recorded, reviewed, and potentially approved by AOC. This approach must address coordination with AOC ISD PMO.

Following contract execution, Vendor and AOC will jointly establish a change management process.

Vendor must supply samples of change management documentation with its proposal.

4.6.3 Issue Resolution (MS)

Vendor and AOC will jointly establish an issue resolution and communication process.

Vendor must describe its proposed process and implementation approach for issue documentation, tracking, communications, and resolution. This approach must address coordination with AOC ISD PMO. Following contract execution, Vendor and AOC will jointly establish the issue resolution process.

Vendor's descriptions must describe in detail how they intend to track, prioritize, escalate, and resolve issues in a timely manner. Vendor should supply sample issue management documentation with its proposal.

4.6.4 Risk Identification and Management (MS)

Vendor is responsible for planning and implementing a methodology for risk management in coordination with AOC.

Vendor must describe its risk management approach and methodology, identify potential risks, and discuss steps that might be taken to mitigate those risks. This approach must address coordination with AOC ISD PMO. Following contract execution, Vendor and AOC will jointly establish the issue resolution process.

Vendor should include samples of forms or documents used in the development of a risk assessment and mitigation plan.

4.6.5 Compliance With AOC Enterprise Reviews (MS)

Vendor must describe how it will comply with all standard enterprise-wide AOC reviews and protocols throughout the development life cycle of this project. These include: architectural reviews (for alignment of solutions with AOC's enterprise architectural standards), data design reviews (for alignment with AOC data standards), AOC's quality assurance framework, and AOC's release management policies and procedures. Refer to EXHIBIT N (Statement of Work) for additional information.

4.7 APPROACH TO SYSTEM SUPPORT (MS)

Vendor must present a detailed support and maintenance plan as well as a transition plan as part of the proposal. Vendor must submit a maintenance support plan for proposed software, which defines the system maintenance support that Vendor has proposed.

These plans must address all the requirements of the RFP, including but not limited to the

support, maintenance, upgrade, and enhancement of application software support, hardware, and documentation.

Starting with releases scheduled for January 2013, the support and maintenance plan shall describe scheduled releases for the next two (2) years. In addition, the support and maintenance plan shall describe how AOC can get time-critical enhancements that are required based on changes to legislation. Washington State legislation enacted in April of any year typically is required to be implemented by July 1 of the same year.

4.8 ASSUMPTIONS (MS)

Vendor must describe all of the assumptions used in the development of responses to this section of this RFP.

5. TECHNICAL REQUIREMENTS

5.1 SECTION REQUIREMENTS

This section requires information about the technical solution proposed to meet the needs of SC-CMS. It requires Vendor to complete a technical requirements compliance matrix. Vendor must describe its proposed technology architecture and present an inventory of the equipment and software required and proposed to effectively implement, operate, and maintain the solution. Vendor must describe how hardware and software will be deployed, installed, and configured. In addition, Vendor must describe how data will be converted and the technical documentation that will be provided. Finally, this section requires that Vendor list all assumptions related to this section of the proposal. Vendors must respond and provide detailed information for all items designated Mandatory Scored (MS) requirements. Vendors must provide all information in the exact order specified in this section.

Vendors are encouraged to include information in their responses that is critical to service delivery and provides competitive advantage. AOC does not desire highly conceptual responses. Preference will be given to Vendor responses that are brief, clear, and directly address the specific requirement.

5.2 RESPONSE TO TECHNICAL COMPLIANCE MATRIX (MS)

EXHIBIT J provides the SC-CMS Technical Requirements. This exhibit provides the technical requirements in four categories: Business Services, Application Integration, Mandatory Data, and Non-Functional Requirements. Vendor must describe how its solution complies with the requirements in this document using the EXHIBIT K – Technical Requirements Compliance Matrix, following the detailed instructions in that exhibit.

5.3 PROPOSED TECHNOLOGY ARCHITECTURE (MS)

In twenty (20) pages or less, Vendor must describe the information technology architecture of the proposed SC-CMS solution. At a minimum, the description must explain the application, integration, hardware, network, and security architecture. Vendor must describe how the architecture will enable the superior courts and county clerks to perform their calendaring, scheduling, case management, and record-keeping duties with the same or fewer resources as they do today. (See <http://www.courts.wa.gov/caseload/> for caseload information). In addition, the proposed information technology architecture must describe how the proposed SC-CMS solution will interoperate and leverage the Washington State AOC Information Networking Hub (INH) as described in EXHIBIT I.

5.4 EQUIPMENT REQUIREMENTS (MS)

Vendor must specify all the equipment and infrastructure that are required to effectively and efficiently operate the solution as proposed. Vendor must provide responses to the following subsections.

5.4.1 Required Hardware (MS)

Vendor must provide a detailed inventory of all the hardware required to efficiently and effectively operate the solution as proposed. This inventory should consider the hardware needs ranging from AOC data center to end-user devices in superior courts and county offices.

Vendor proposed solution must, at a minimum, employ the following:

- Application server hardware must employ Fault-Tolerant Production Solutions (two or more redundant servers) with Intel Architecture (Intel(R) Xeon(R) CPU X5660 at 2.80GHz or newer).
- Application server hardware must employ local storage with components that meet or exceed the following:
 - Controller-based Mirror Array w/hot spare, or RAID5 (for OS partitions);
 - Controller-based RAID5 Array for data partitions;
 - HBA: QLogic 8GB – if connecting to our current SAN; and
 - Redundant 1GB Ethernet.
- Database server hardware must employ Fault-Tolerant Production Solutions (two or more redundant servers) with Intel Architecture (Intel(R) Xeon(R) CPU Xeon E5-2640 2.50GHz – or newer).
- Application server hardware must employ local storage with components that meet or exceed the following:
 - Controller-based Mirror Array w/ hot spare, or RAID5 (for OS partitions);
 - Controller-based RAID5 Array for data partitions;
 - HBA: QLogic 8GB – if connecting to our current SAN; and
 - Redundant 1GB Ethernet.
- Data storage solution must employ a High Performance SAN utilizing iSCSI network-attached SAN storage, to include its own dedicated switches to support the platform, minimum RAID 5.
- Windows 2008 R2 Service Pack 1 or later for x86 server hardware operating systems.
- VMWare vSphere 5 or higher for x86 server hardware virtualization.
- MS SQL Server 2008 R2 or later for x86 server hardware DBMS.

This inventory must, at a minimum, identify:

- Hardware make and model.
- Options and configuration.
- Operating system and hardware interdependent software.
- Quantity that must be installed each fiscal year (July-June).
- Expected useful life.

5.4.2 Infrastructure Requirements (MS)

Vendor must specify the infrastructure and quality of service required to efficiently and effectively operate the solution as proposed. This must identify the minimum requirements at the data center and at court and county offices and all communication networks in between.

5.5 SOFTWARE REQUIREMENTS (MS)

Vendor must specify all the court case management system application and ancillary software that is required to effectively and efficiently operate the solution as proposed. Vendor must provide responses to the following subsections.

5.5.1 Required Software (MS)

Vendor must provide a detailed inventory of all the software required to efficiently and effectively operate the solution as proposed. This inventory should consider the software supporting the following: court operations; information technology monitoring and communication management; security; authentication, and authorization; testing; training; data conversion; application integration; configuration; documentation; help; and software development.

This inventory must, at a minimum, identify:

- Application provider.
- Application name and version.
- Options and configuration.
- Quantity that must be installed each fiscal year (July-June).
- License terms, including the scope and term.
- Whether the required software is included in the proposed cost.

License agreements must be submitted in Volume IV of Vendor's response to this RFP.

5.6 INSTALLATION REQUIREMENTS (MS)

Vendor must identify the efforts, AOC organization, court staff, and other resources required to completely and successfully install, maintain, and administer the proposed solution by responding to the following subsections.

5.6.1 Hardware Installation and Maintenance (MS)

Vendor must fully describe the tasks, schedule, AOC organization, court staff, and other resources required to install, maintain, and administer the hardware that supports the proposed solution. Resources considered in this description must include, but are not limited to, specialized information technology and communications personnel, hardware, software, and infrastructure resources; specialized tools; and ancillary goods. The description must explain what tasks, schedule, and resources are required to install the hardware at the data center and at each of the court/county locations (if applicable). Vendor must identify which tasks it expects AOC to perform and what resources it expects AOC to provide.

5.6.2 Software Installation and Maintenance (MS)

Vendor must fully describe the tasks, schedule, AOC organization, court staff, and other resources required to install, maintain, and administer the software that supports the proposed solution. Resources considered in this description must include, but are not limited to, specialized information technology and communications personnel, hardware, software, and infrastructure resources; specialized tools; and ancillary goods. The description must explain what tasks, schedule, and resources are required to install the software at the data center and at each of the court/county locations (if applicable). This must address both initial installation and administration of upgrades. Vendor must identify which tasks it expects AOC to perform and what resources it expects AOC to provide.

5.7 CONFIGURATION REQUIREMENTS (MS)

Vendor must fully describe the tasks, schedule, AOC organization, court staff, and other resources required to configure, maintain, and administer the hardware, software, and infrastructure to support the proposed solution. Resources considered in this description must include, but are not limited to, specialized information technology and communications personnel, specialized tools, and ancillary goods. The description must explain what tasks, schedule, and resources are required to configure the solution at the data center and at each of the court/county locations (if applicable). This must address both initial installation and administration of upgrades. Vendor must identify which tasks it expects AOC, the court, and the county clerk to perform and what resources it expects these organizations to provide.

5.8 SOFTWARE DEPLOYMENT (MS)

Vendor must fully describe the tasks, schedule, and resources required to initially deploy software to support the proposed solution. In addition, Vendor must provide a parallel description of the requirements for testing and deploying software updates and upgrades. Resources considered in this description must include, but are not limited to, specialized information technology and communications personnel, specialized tools, and ancillary goods. The description must explain what tasks, schedule, and resources are required to deploy all required software at the data center and at each of the court/county locations (if applicable). Vendor must identify which tasks it expects AOC, the court, and the county clerk to perform and what resources it expects these organizations to provide.

5.9 DATA CONVERSION/MIGRATION (MS)

Vendor must fully describe the approach, tasks, schedule, and resources that will be employed to convert court and clerk records for effective implementation, operation, and report generation under the proposed solution. Resources considered in this description must include, but are not limited, to specialized information technology and communications personnel, specialized tools, and ancillary goods. The description must explain the scope of data to be converted and the approach to planning, designing, and testing conversion for each court. It must identify the tasks, schedule, and resources required to convert data for each court and county clerk. This must describe how data quality will be assessed, how errors will be corrected, and what resources will be called on to correct errors. Vendor must identify which tasks it expects AOC, the court, and the county clerk to perform and what resources it expects these organizations to provide.

5.10 DOCUMENTATION REQUIREMENTS (MS)

Vendor must present a detailed inventory of the documentation it will provide for the proposed solution. This must clearly identify how it meets or exceeds the requirements of the deliverable description for documentation as set forth in this RFP. In addition, it must explain how this documentation is managed and updated as the applications that make up the proposed solution are updated and reconfigured.

5.11 ASSUMPTIONS (MS)

Vendor must describe all of the assumptions used in the development of responses to this section of this RFP.

6. BUSINESS REQUIREMENTS

6.1 SECTION REQUIREMENTS

This section requires information about how Vendor's solution meets the operational needs of the superior courts and county clerks in Washington. Vendor must describe how the court and county clerk will use the proposed solution in their operations and clearly identify the functional capabilities of its proposed solution by completing the Business Requirements Compliance Matrix provided in EXHIBIT M. In addition, Vendor must identify whether additional functional capabilities are offered and whether the proposed solution may be extended to serve other parts of the Washington judiciary. Finally, this section requires that Vendor list all assumptions related to this section of the proposal. Vendors must respond and provide detailed information for all items designated Mandatory Scored (MS) requirements. Vendors must provide all information in the exact order specified in this section.

Vendors are encouraged to include information in their responses that is critical to service delivery and provides competitive advantage. AOC does not desire highly conceptual responses. Preference will be given to Vendor responses that are brief, clear, and directly address the specific requirement.

Responses to this section must be stand-alone in order to facilitate evaluation and scoring.

6.2 RESPONSE TO BUSINESS REQUIREMENTS COMPLIANCE MATRIX (MS)

The SC-CMS Business Requirements are included in EXHIBIT L. The exhibit lists the business requirements in seven categories:

- Case Initiation.
- Docketing and Record Keeping.
- Calendaring and Scheduling.
- Document Generation and Processing.
- Disposition, Case Close.
- Management and Statistical Reports.
- General System Requirements and Administration.

Vendor must describe how its solution complies with the requirements in this document using the Business Requirements Compliance Matrix in EXHIBIT M, following the detailed instructions in that exhibit.

6.3 PROPOSED FUNCTIONAL SCOPE (MS)

6.3.1 Application Functions in Scope (MS)

Using the framework set forth in APPENDIX A – Functional Scope in the Superior Court Management System Feasibility Study (hereafter referred to as APPENDIX A – Functional Scope) Vendor must describe how its proposed solution compares to the functional scope of the SC-CMS. Vendor must clearly show how the applications in the

proposed solution address the functional scope, where the applications do not meet that scope, and how that gap will be addressed. Vendor must propose a solution that matches APPENDIX A – Functional Scope.

6.3.2 Application Functions Outside of Scope (MS)

APPENDIX A – Functional Scope also identifies the functions that are outside the scope of SC-CMS. These will be supported with existing AOC, court, and county applications. Vendor must propose a solution that does not depend on the implementation and use of proposed applications for those functions. The proposed solution must allow the superior courts and county clerks to use other applications to perform those out-of-scope functions. Vendor must clearly state that its proposed solution meets this requirement and describe how it is met.

6.3.3 Interoperability Across Scope Boundaries (MS)

Vendor must describe how its proposed solution will facilitate interoperation with applications that provide out-of-scope functions. Vendor must identify proposed and likely workarounds including but not limited to custom development and manual efforts.

6.4 PROPOSED CONCEPT OF OPERATIONS (MS)

6.4.1 Organizations Supported (MS)

The proposed solution must support the operations of all superior courts in the State of Washington. It must serve the county clerks, superior court judges, superior court administrators, and all parties to matters before the courts. In addition, Vendor solution must enable AOC to support the operations of the superior courts and meet its obligations as the centralized administrative support agency for the superior courts. Finally, the proposed solution must support other stakeholders, including, but not limited to, justice partners, legislative bodies, and the public, in their efforts to gain appropriate access to court information and oversee court operations.

In response to this section of the RFP, Vendor must identify the scope of entities granted rights to use the proposed solution. In addition, Vendor must identify any limits on those rights.

6.4.2 Calendaring (MS)

Vendor must describe the concept of operations for managing the court calendar using the proposed solution. This must explain how judges, court administrators, county clerks, and parties with matters before the courts will use the proposed solution to manage and interact with the court calendar. In addition, Vendor must describe how other court stakeholders will use the calendaring functions in the proposed solution.

Vendor must list the benefits that commonly or would likely accrue from use of the proposed solution. These should include both quantitative and qualitative benefits.

6.4.3 Scheduling (MS)

Vendor must describe the concept of operations for scheduling court events using the proposed solution. This must explain how judges, court administrators, county clerks,

and parties with matters before the courts will use the proposed solution to inquire into and manage court schedules and court events. In addition, Vendor must describe how other court stakeholders may use the scheduling functions in the proposed solution.

Vendor must list the benefits that commonly or would likely accrue from use of the proposed solution. These should include both quantitative and qualitative benefits.

6.4.4 Case Flow Management (MS)

Vendor must describe the concept of operations for court case flow management using the proposed solution. This must explain the tools that will be available and information that will be delivered to assist judges, court administrators, and county clerks with management of court case process and flow. Vendor must describe how parties with matters before the courts will interact with the case flow management capabilities of the proposed solution. Vendor must describe how other court stakeholders may use the case flow management functions in the proposed solution.

Vendor must list the benefits that commonly or would likely accrue from use of the proposed solution. These should include both quantitative and qualitative benefits.

6.4.5 Court Record Keeping (MS)

Vendor must describe the concept of operations for court record keeping using the proposed solution. This must explain how county clerks will use the proposed solution to maintain court records. Vendor must explain how the proposed solution will interoperate with manual and automated document filing and management processes. Vendor must also describe how other court stakeholders will use the court record-keeping functions in the proposed solution.

Vendor must list the benefits that commonly or would likely accrue from use of the proposed solution. These should include both quantitative and qualitative benefits.

6.5 OPTIONAL EXTENSIONS TO FUNCTIONAL SCOPE (MS)

Vendor must identify whether it will offer additional functional capabilities that may extend the scope of the proposed solution. If so, Vendor must use the framework in APPENDIX A – Functional Scope to explain what additional functions it will offer to provide. Vendor must also identify the terms under which Vendor will extend functional scope.

6.6 OPTIONAL EXTENSIONS TO ORGANIZATIONAL SCOPE (MS)

Vendor must identify whether it will offer to provide the proposed solution to the courts of limited jurisdiction in the State of Washington. If so, Vendor must identify the terms under which Vendor will extend functional scope.

6.7 ASSUMPTIONS (MS)

Vendor must describe all of the assumptions used in the development of responses to this section of this RFP.

7. SERVICE AND DELIVERABLE REQUIREMENTS

7.1 SECTION REQUIREMENTS

This section requires information about how Vendor will provide the services required to effectively implement SC-CMS in all of the Washington superior courts. Vendor must confirm that they will provide the required services and deliverables. In addition, Vendor must identify whether they offer any additional services on an optional basis. Finally, this section requires that Vendor list all assumptions related to this section of the proposal. Vendors must respond to and provide detailed information for all items designated Mandatory (M) and Mandatory Scored (MS) requirements. Vendors must provide all information in the exact order specified in this section.

Vendors are encouraged to include information in their responses that is critical to service delivery and provides competitive advantage. AOC does not desire highly conceptual responses. Preference will be given to Vendor responses that are brief, clear, and directly address the specific requirement.

Responses to this section must be stand-alone in order to facilitate evaluation and scoring.

7.2 RESPONSE TO SERVICE REQUIREMENTS COMPLIANCE MATRIX (MS)

The minimum services that make up the scope of work for this engagement are listed in EXHIBIT N. The exhibit lists the service requirements in six categories:

- Project Management.
- Organizational Change Management Support.
- System Design and Construction.
- System Delivery.
- System Implementation.
- Training Services.
- System Support.

Vendor must confirm that it will perform the required services within the scope of this engagement. It must do so by completing the Service Requirements Compliance Matrix in EXHIBIT O, following the detailed instructions in that exhibit.

7.3 DELIVERABLE REQUIREMENTS (MS)

The required services in EXHIBIT N will produce a number of deliverables. Vendor must specify that it will produce the deliverables listed in EXHIBIT P – Deliverable Requirements Compliance Matrix, by completing the matrix in that exhibit and following the detailed instructions. If Vendor proposes to deliver additional work products, it must use that exhibit to specify those deliverables.

7.4 WARRANTY REQUIREMENTS (M)

Vendor warrants that all hardware and software meet the functional and performance requirements as described in this RFP. Vendor warrants that all goods and work products provided under this contract are free of defects and faults in material, design, and workmanship conditions. If Vendor requires a certified installation for ongoing maintenance and support, Vendor must identify that and provide a proposed cost for the certified installation in response to [Section 8](#) below. AOC reserves the right to accept or reject this optional service and utilize other certified installers of Vendor's proposed hardware and software.

If Vendor does not require a certified installation for ongoing maintenance and support, so declare.

7.5 OPTIONAL SERVICES OFFERED (MS)

Vendor must identify whether it will offer additional service capabilities that may extend the scope of the engagement. If so, Vendor must use the framework in EXHIBIT O to explain what additional services it will offer to provide on an optional basis. Vendor must also identify the terms under which Vendor will extend functional scope.

7.6 STANDARDS OF PERFORMANCE AND ACCEPTANCE (MS)

7.6.1 Standards of Performance (M)

The proposed solution must meet the following standards of performance:

- SC-CMS should operate 24 hours a day, 7 days a week.
- Downtime affecting more than 50 percent of the superior court staff and county clerks in the state, due solely to SC-CMS failure, must be less than 0.001 percent measured annually.
- All components of the SC-CMS must be fully functional within 30 minutes of a failure of a vendor-provided component.

The proposed services must enable and directly support this level of application performance. Vendor must declare that the proposed solution, at a minimum, meets these standards of performance.

7.6.2 Standards of Acceptance (MS)

Vendor must meet the standards of acceptance set forth in its response to EXHIBIT P.

7.7 ASSUMPTIONS (MS)

Vendor must describe all of the assumptions used in the development of responses to this section of this RFP.

8. PROPOSED SOLUTION COSTS

8.1 SECTION REQUIREMENTS

This section establishes the Cost Proposal requirements for this RFP. Vendors must respond to and provide detailed information for all items designated Mandatory (M) and Mandatory Scored (MS) requirements. Vendors must provide all information in the exact order specified in this section.

Vendors are encouraged to include information in their responses that is critical to service delivery and provides competitive advantage. AOC does not desire highly conceptual responses. Preference will be given to Vendor responses that are brief and clear and directly address the specific requirement.

Responses to this section must be stand-alone in order to facilitate evaluation and scoring.

8.2 PRICING INFORMATION (M)

This procurement will involve a negotiated contract involving hardware, software, and professional services. The lowest-priced proposal will not necessarily be the winner of this procurement.

8.3 AWARD NOT BASED ON PRICE ALONE (M)

The evaluation process is designed to award this procurement not necessarily to Vendor with the lowest cost, but rather to Vendor whose Proposal best meets the requirements of this RFP.

8.4 STATE SALES TAX (M)

Vendor will be required to collect and pay Washington State sales tax, if applicable.

8.5 COST PROPOSAL SHEETS

8.5.1 Detailed Deliverable Costs (MS)

The Detailed Deliverable Cost Sheets are included in EXHIBIT R. Vendor must use these worksheets, in accordance with the instructions in the exhibit, to identify the detailed costs that compose the total cost of each proposed deliverable.

8.5.2 Summary Deliverable Costs (MS)

The Summary Deliverable Cost Sheet is included in EXHIBIT R. Vendor must list each proposed deliverable and its total cost.

8.5.3 Detailed Service/Support Costs (MS)

The Detailed Service/Support Cost Sheets are included in EXHIBIT S. Vendor must use this worksheet, in accordance with the instructions in the exhibit, to identify the detailed costs that compose the total cost of each proposed service/support.

8.5.4 Summary Service/Support Costs (MS)

The Summary Service/Support Cost Sheet is included in EXHIBIT S. Vendor must list each proposed service/support and its total cost.

8.5.5 Optional Product Costs (M)

For every proposed extension listed in response to RFP Sections 6.5 and 6.6, Vendor must specify the detailed costs to AOC of electing to exercise that option. Vendor must use EXHIBIT T to present these costs.

8.5.6 Optional Service/Support Costs (M)

For every proposed extension listed in response to RFP [Section 7.5](#), Vendor must specify the detailed costs to AOC of electing to exercise that option. Vendor must use EXHIBIT T to present these costs.

8.6 ASSUMPTIONS AND TERMS AFFECTING COSTS (MS)

Vendor must describe all assumptions used in the development of its response to this section of this RFP.

8.6.1 10-Year License Fee Schedule (MS)

AOC is seeking perpetual, nonexclusive licenses for the commercially provided software components included in the proposed solution. Vendor must list all proposed commercially provided software components and identify the term of the license for each. If the license term is limited, Vendor must specify the renewal price. If more than one renewal would be required before 2023, Vendor must present a schedule of renewal prices. All submitted pricing must include an annual cap of no more than 5 percent for each subsequent year identified in any fee schedule submitted by Vendor.

8.6.2 10-Year Hardware Refresh Cycle (MS)

Vendor must list all hardware models and configurations proposed and specify the useful life cycle for each model.

8.6.3 10-Year Service/Support Fee Schedule (MS)

Vendor is required to propose ongoing support Services in response to [Section 7](#) of this RFP. Vendor must present a schedule of the annual fee for this support through 2023. All submitted pricing must include an annual cap of no more than 5 percent for each subsequent year identified in any fee schedule submitted by Vendor.

8.7 FIXED FIRM PRICE CERTIFICATION (MS)

Vendor must submit a lump-sum cost for the overall deliverables and Services required in this RFP using the Fixed-Price Certification in EXHIBIT Q. This form must be signed by a person authorized to bind Vendor to a contract. Cost shall be inclusive of all expenses.

9. PROPOSAL EVALUATION

Evaluations will be based only upon information provided in Vendor's response. In those cases where it is unclear to what extent a requirement has been addressed, the RFP Steering Committee may, at its discretion and acting through the RFP Coordinator, contact Vendor to clarify specific points in a response. Vendors should take every precaution to assure that all answers are clear, complete, and directly address the specific requirement. Responses will be evaluated in accordance with the requirements set forth in this RFP and any issued addenda.

9.1 EVALUATION PROCESS

Vendor responses will be evaluated by subject matter experts (SMEs) selected by the RFP Steering Committee. These evaluators will be representatives from AOC, county clerks, superior court administrators, and superior court judges. The RFP Coordinator will not serve as an evaluator but will facilitate the evaluation process and may develop information for presentation to the team.

The process for awarding a contract as a result of this RFP may be done in phased efforts. Vendor's proposal will be evaluated based on the process outlined below. The top scoring Vendor(s) will proceed to the next step in the evaluation process. Proposals with tied scores will be treated equally, and the tied Vendors' proposals will be moved forward to the next phase if they are among the top scoring Vendors and AOC chooses to further the evaluation process.

The steps in the evaluation process include:

- Receipt of Proposals.
- Administrative Review (Pass/Fail).
- Risk Assessment.
- Evaluator Review of Proposals (Scored).
- Vendor Demonstrations (Scored).
- Site Visits (Scored).
- Cost Evaluation (Scored).
- Reference Checks (Scored).
- Summary and Recommendation.
- Optional Best and Final Offer.

9.2 MANDATORY REQUIREMENTS

In the Administrative Review, the RFP Coordinator will review Vendor responses to determine compliance with the Mandatory (M) requirements specified in Sections 2, 3, 4, and 8. Only responses passing all Mandatory requirements will be further evaluated.

In addition, a risk analysis of Vendor's response to [Section 3](#) shall be completed by AOC to determine Vendor's ability to successfully complete a contractual engagement due to financial, legal, or organizational risks.

9.3 MANDATORY SCORED REQUIREMENTS: MANAGEMENT, TECHNICAL, BUSINESS, AND SERVICES

Responses that pass all Mandatory requirements will be further evaluated and scored. Evaluators will review and assign a score to Vendor responses to Mandatory Scored (MS) requirements in [Sections 4, 5, 6, and 7](#). The score will be based on how well Vendor's response matches the requirements of each section.

9.4 MANDATORY SCORED REQUIREMENTS: COST PROPOSAL

Vendor's score for the Cost Proposal section will be computed as follows:

The score for Vendor's Cost Proposal will be computed by dividing the lowest submitted Fixed Price by Vendor's total cost provided in their signed EXHIBIT Q. Then the resultant number will be multiplied by the maximum possible points for the cost section.

Example:

Vendor A \$100,000.00
 Vendor B \$115,000.00
 Vendor C \$130,000.00
 Maximum Points Possible: 100 points

Vendor A	Vendor B	Vendor C
<u>100,000</u> 100,000	<u>100,000</u> 115,000	<u>100,000</u> 130,000
1 x 100 points	.87 x 100 points	.77 x 100 points
100 points	87 points	77 points

9.5 PASS/FAIL EVALUATIONS

Vendors receiving a failing score on any Mandatory requirement shall be viewed as not meeting the minimum Mandatory requirements and may be eliminated from further consideration.

9.6 EVALUATION CRITERIA

Specific Criteria for RFP Evaluation:

Review Component	Results/ Points	Component Weight	Phase Total	Evaluation Phase Weight
Administrative	Pass/Fail			
Management Proposal	100	15%	100%	Phase I 60%
Business Requirements	100	35%		
Technical Requirements	100	35%		
Service Requirements	100	15%		
Demonstrations	100	100%	100%	Phase II 10%
Site Visits	100	25%	100%	Phase III 30%
Costs	100	50%		
Business References	100	25%		
Total				100%

9.7 BEST AND FINAL OFFER

When in the best interest of AOC, the RFP Coordinator may request a Best and Final Offer from Vendor if its proposal is still being considered for award. Vendor may revise its initial proposal and submit, in writing, its Best and Final Offer.

9.8 AWARD BASED ON MULTIPLE FACTORS

The evaluation process is designed to award the contract to Vendor whose proposal best meets the requirements of this RFP.